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## Peoplecert ITIL-4-BRM Exam Syllabus Topics:

| Topic   | Details   |
|---------|---|
| Topic 1 | <ul style="list-style-type: none"><li>Relationship Models and Value Co-Creation: This section of the exam measures the skills of a Service Relationship Manager and covers how to develop and apply effective relationship models based on ITIL best practices. It focuses on fostering long-term collaboration between service providers and consumers to improve communication, transparency, and the overall customer experience in a structured and measurable way.</li></ul> |

|         |  |
|---------|--|
| Topic 2 | <ul style="list-style-type: none"> <li>• Performance Measurement and Success Factors: This section of the exam measures the skills of a Business Relationship Manager and focuses on identifying appropriate metrics and key success factors to evaluate relationship effectiveness. Candidates will learn how to use these indicators to continuously improve relationship management practices and align them with the organization's strategic goals.</li> </ul>  |
| Topic 3 | <ul style="list-style-type: none"> <li>• Capability Assessment Using the ITIL Maturity Model: This section of the exam measures the skills of a Service Relationship Manager and involves assessing the current maturity of the organization's relationship management capabilities. The focus is on applying the ITIL Maturity Model to identify gaps, guide improvements, and support long-term growth through structured capability development.</li> </ul>   |
| Topic 4 | <ul style="list-style-type: none"> <li>• Business Relationship Management Roles and Responsibilities: This section of the exam measures the skills of a Service Relationship Manager and focuses on identifying and defining the core responsibilities, skills, and knowledge areas required for successful business relationship management. Candidates will be expected to understand how this role contributes to connecting service providers with consumers and aligning IT services with business outcomes.</li> </ul> |
| Topic 5 | <ul style="list-style-type: none"> <li>• Strategic and Operational Stakeholder Engagement: This section of the exam measures the skills of a Business Relationship Manager and addresses how to ensure that stakeholders at every level understand and support the service strategy. It highlights the importance of engaging both strategic and operational stakeholders in co-creating value, aligning expectations, and working toward shared goals across the service value system.</li> </ul>                           |

## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q39-Q44):

### NEW QUESTION # 39

Which TWO means of automation should an organization use to check whether its business relationship models can be applied to a particular situation?

1. Workflow management tools
2. Mind mapping
3. Analysis and reporting tools
4. Knowledge management and sharing tools

- A. 1 and 2
- B. 2 and 3
- C. 1 and 4
- D. 3 and 4

**Answer: D**

Explanation:

Analysis and reporting tools can automatically evaluate data and metrics to determine if a given relationship model is suitable. Knowledge management and sharing tools provide accessible repositories of models and contextual information to support automated decision-making on applicability.

### NEW QUESTION # 40

Which is an example of the 'explore' step of the service relationship journey?

- A. Contacting a provider's service desk for assistance using a product
- B. Providing a service provider feedback about a desired new feature
- C. Checking a service provider's reviews online before contacting the organization
- D. Downloading a trial version of a service provider's software offering

**Answer: C**

Explanation:

"Explore" involves researching potential service providers before engagement; checking reviews online exemplifies this initial

discovery phase.

#### NEW QUESTION # 41

In the context of the "business relationship management" practice, which statement is CORRECT?

- A. Focuses primarily on the needs of service users
- B. Focuses on relationships between individuals
- C. Aims to manage agreements with consumers
- D. Nurtures relationships at strategic levels

**Answer: D**

Explanation:

The Business Relationship Management practice is designed to nurture and maintain relationships with stakeholders at strategic and organizational levels, ensuring alignment between the organization's strategy and stakeholder needs.

#### NEW QUESTION # 42

Which of the following describes a value stream?

- A. An operating model which defines the main activities required to respond to demand and facilitate value realization
- B. Asset of organizational resources designed for performing work or accomplishing an objective
- C. A model that defines the key aspects of a relationship journey for a set of business stakeholders
- D. A set of steps undertaken to create and deliver products and services

**Answer: D**

Explanation:

A value stream is defined as the series of steps an organization undertakes to create and deliver products or services, transforming demand into value.

#### NEW QUESTION # 43

Which business relationship activity is MOST LIKELY to need leadership competency?

- A. Reviewing and adjusting business relationship models
- B. Embedding business relationship models into service value streams
- C. Following a business relationship model
- D. Identifying stakeholders and relationship model

**Answer: B**

Explanation:

Embedding business relationship models into service value streams requires leadership competency to influence organizational change, secure buy-in, and guide teams through adoption.

#### NEW QUESTION # 44

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